

PROCEEDINGS OF THE BROWN COUNTY ADMINISTRATION COMMITTEE

Pursuant to Section 19.84 Wis. Stats., a regular and budget meeting of the **Brown County Administration Committee** was held on Thursday, October 25, 2012 in Room 200 of the Northern Building, 305 East Walnut Street, Green Bay, Wisconsin.

Present: Chair Fewell, Supervisors De Wane, Steffen, Jamir, Carpenter

Also Present: Brent Miller, Dan Process, Paula Kazik, Carolyn Maricque, Supervisors Lund, Van Dyck, Sieber, Kaster, Moynihan, Robinson and Williams, David Hjalmlquist, Juliana Ruenzel, Kerry Blaney, Mary Reinhard, Chuck Mahlik, Darlene Marcelle, Sandy Juno, Troy Streckenbach, Maria Lasecki, Tracy Tilot, Susie Berth, Amy Vannieuwenhoven, Lynn Vanden Langenberg, other interested parties.

I. Call to Order.

The meeting was called to order by Chair Steve Fewell at 5:00 p.m.

II. Approve/Modify Agenda.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to approve. Vote taken. **MOTION CARRIED UNANIMOUSLY**

III. Approve/Modify Minutes of September 27, 2012.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to approve. Vote taken. **MOTION CARRIED UNANIMOUSLY**

**1. Review minutes of:
Housing Authority (September 17, 2012).**

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to receive and place on file. Vote taken. **MOTION CARRIED UNANIMOUSLY**

Non-Budget Items

Communications

2. Communication from Supervisor Van Dyck re: Ask the Administration Committee to consider having Corporation Counsel draft a resolution asking the State Legislature to amend the open records law to permit counties to charge for actual expenses incurred (labor and materials) to accommodate request for hand count of ballots. *Referred from October County Board.*

County Clerk Darlene Marcelle asked if this would now be forwarded to Corporation Counsel Juliana Ruenzel for further proceedings. Fewell stated that this will go to Corporation Counsel from here for drafting of a resolution.

Marcelle thanked Supervisor Van Dyck for bringing this forward as she did feel this matter needs attention and Fewell also believed it was prudent.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to approve. Vote taken. **MOTION CARRIED UNANIMOUSLY**

County Clerk**3. Budget Adjustment Request (12-87): Increase in expenses with offsetting increase in revenue.**

This budget adjustment is a request to increase intergovernmental revenues charged to municipalities and offset with increases to election expense lines and also re-allocate dollars budgeted for outside printing to in-house copy center expenses. Recent evaluation of election revenues and expenses found both revenues and expenses need to be increased beyond those made in budget adjustment 12-67. In this adjustment, however, no dollars are requested from the general fund as expense increases are covered by revenue increase and re-allocation.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

County Treasurer**4. Budget Status Financial Report for July and August, 2012.**

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

5. Opening of tax deed bills.

Chair Fewell opened the bids received and they are as follows:

-Parcel VH 727B264-1 – Bid by David Hawk of \$100.00 (\$10.00 down payment received).

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve the bid of David Hawk in the amount of \$100.00 for Parcel VH-727B264-1. Vote taken. MOTION CARRIED UNANIMOUSLY

-Parcel 1-770 – Bid by 1st Choice Property Care, LLC of \$551.00 (\$55.10 down payment received).

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to approve the bid of 1st Choice Property Care, LLC in the amount of \$551.00 for Parcel 1-770. Vote taken. MOTION CARRIED UNANIMOUSLY

-Parcel 2-393 – Bid by Craig and Tina Harvey of \$1,000.00 (\$100.00 down payment received).

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to approve the bid of Craig and Tina Harvey in the amount of \$1,000.00 for Parcel 2-393. Vote taken. MOTION CARRIED UNANIMOUSLY

-Parcel 7-171 – Bid by Amy Stercky of \$19,651.00 (\$1,965.10 down payment received).

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve the bid of Amy Stercky of \$19,651.00 for Parcel 7-171. Vote taken. MOTION CARRIED UNANIMOUSLY

-Parcel No. 8-13 – Bid by David Lambrecht of \$5,113.00 (\$620.00 down payment received).

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve the bid of David Lambrecht of \$5,113.00 for Parcel 8-13. Vote taken. MOTION CARRIED UNANIMOUSLY

-Parcel 20-158 – Bid by 1st Choice Property Care, LLC of \$3,000.00 (\$300.00 down payment received).

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to deny the bid of 1st Choice Property Care, LLC of \$3,000.00 for Parcel 20-158. Vote taken. MOTION CARRIED UNANIMOUSLY

Note: This bid was less than the value of the property of \$19,000.

Parcel 20-236 – Bid by Julie Pierquet of \$1,100.00 (\$110.00 down payment received).

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve the bid of Julie Pierquet of \$1,100.00 for Parcel No. 20-236. Vote taken. MOTION CARRIED UNANIMOUSLY

Child Support

6. Budget Status Financial Report for August, 2012.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

7. RFP for Process Service Provider for Brown County District Attorney's and Child Support Office – Project #1609.

Child Support Director Maria Lasecki wished to make the Committee aware that they are looking to collaborate with the District Attorney's office for a process server to get a better price. The contract with the current process server is coming due and this RFP is being sent out to obtain a new contract.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

8. Director's Report.

Lasecki stated that an article would be appearing in the Green Bay Press Gazette regarding a recent national grant they were awarded at the State level. Child Support will be working with the State and Kenosha County to look at employability of non-custodial parents who are not current in child support payments.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Department of Administration

9. Budget Status Financial Report for August, 2012.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

10. 2012 Budget Adjustment Log.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

11. Ordinance re: Creating Section 3.35 of the Brown County Code Entitled "Purchasing Ordinance".

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to hold for one month. Vote taken. MOTION CARRIED UNANIMOUSLY

12. Director's Report.

Director of Administrator Brent Miller stated that the payroll and accounting software project continues to move forward.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Information Services

13. Budget Status Financial Report for August, 2012.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

14. Budget Adjustment Request (12-89): Transfer funds from unused regular earnings available due to vacancy savings to outlay to cover equipment for audio and video.

This budget adjustment is to transfer funds from unused regular earnings available due to vacancy savings to outlay to cover equipment for audio and video. This project will allow audio and video capability of the Brown County standing committee meetings that are held in Room 200 of the Northern Building to bring government to its citizens on the County website.

IS Director Hjalquist stated that the total amount to outfit Room 200 will be approximately \$60,000 but he noted that there is a backend infrastructure charge because the RFP for the courtroom at the Courthouse has not gone out and he wanted to make sure that appropriate funds were available to cover the cost in the event that is not done, but they plan on incorporating backend infrastructure to handle both the courthouse and Room 200 for video capacity.

Fewell noted that the motion at the County Board meeting was to send out an RFP but this request is for a budget adjustment to transfer funds. He noted that no RFP has been received telling what the cost will be and he wanted to know what the justification for this budget adjustment is. Jamir asked what the status of the RFP is and Hjalquist stated that the RFP is currently being reviewed by Purchasing and he felt that the RFP would be seen by the Committee at their next meeting.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to hold for one month. Vote taken. MOTION CARRIED UNANIMOUSLY

15. RFP for Council Chambers Audio/Visual – Media & Voting System – Project #2208.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

16. Director's Report.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Human Resources

17. Budget Status Financial Report for August, 2012.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

18. **Activity Report for September, 2012.**

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

19. **Director's Report.**

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Corporation Counsel – No agenda items.

BUDGET REVIEW

REVIEW OF 2013 DEPARTMENT BUDGET

20. **County Clerk – Review of 2013 Department Budget.**

County Clerk Darlene Marcelle and Deputy Clerk Sandy Juno presented the Clerk's budget.

Marcelle stated that the proposed budget takes into account only two elections next year compared to the six that were held this year. Jamir asked if the expense for printing of forms as shown on Page 31 of the budget book reflects only two elections and Marcelle confirmed that it did. She did not plan for any recall elections for next year.

Fewell stated that the Committee and the Board was appreciative of the work Marcelle has done over the years and stated that it has been instrumental in a lot of different ways and he congratulated her on her last budget. De Wane also thanked Marcelle for her work over the years and stated that he appreciated her open door policy and the fact that she always had answers to questions right away. Marcelle thanked Fewell and De Wane for their kind words and stated that she has enjoyed working with the Board over the years.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to adopt the 2013 County Clerk budget. Vote taken. MOTION CARRIED UNANIMOUSLY

21. **County Treasurer – Review of 2013 Department Budget.**

a. Resolution Approving New or Deleted Positions during the 2013 Budget Process (Treasurer).

Treasurer Kerry Blaney introduced Deputy Treasurer Mary Reinhard and Financial Specialist Chuck Mahlik.

Blaney stated that the 2013 budget is mainly a maintenance of efforts budget and does not contain many changes. He noted that they do have a capital purchase for a check scanning processor machine and he explained that currently they receive trays of mail with approximately 1,000 pieces per tray. It can take up to a full day to process this mail, however, with the scanning processor, property tax payments will be electronically scanned and the tax data information will be uploaded to the existing electronic tax collection system. This new system will greatly speed up the process, reducing the departments' need for extra help at tax collection times.

Blaney continued that revenue from delinquent taxes is going down and noted that delinquencies have decreased by about 17%, in part because mortgage companies are no longer waiting to foreclose properties with delinquent taxes.

Jamir noted the reduction in service fees of approximately 20% as shown on Page 54 of the budget book and asked how that reduction was made. Blaney stated that this relates to bank service charge fees and they

negotiated a contract with the bank and were able to get the bank to reduce the annual banking costs from \$50,000 to \$40,000. Jamir also asked about the reduction in contracted services and Blaney explained that last year they had contracted services for software for the investment program and this has been reclassified and is in another area of the budget.

Supervisor Carpenter arrived at 5:30 p.m.

Supervisor Van Dyck stated that Outagamie County does not send a second tax notification; in January they send out coupons for both installment payments and it is up to the taxpayer to remember to send the second installment. Van Dyck asked that given the fact that postage continues to increase, if any consideration had been made to discontinue the second notice in Brown County and, if so, if it would have a detrimental impact on collections. Blaney explained that when he first started as Treasurer they did not send out a second collection notice but many taxpayers expect a notice to pay their taxes. It was noted that if the second payment is missed, it goes retroactive to February 1 and penalties are charged from that date. Blaney also noted that most counties do send a second notice and he felt that this practice should continue in Brown County as well.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to adopt the 2013 Treasurer's budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor Carpenter, seconded by Supervisor Steffen to approve the resolution. Vote taken. MOTION CARRIED UNANIMOUSLY

22. **Child Support – Review of 2013 Department Budget.**

a. Resolution Approving New or Deleted Positions during the 2013 Budget Process (Child Support).

Child Support Director Maria Lasecki introduced Tracy Tilot, who is heading up the call center work group, Amy Vannieuwenhoven who will be working with the non-custodial parents in the grant project she talked about earlier and Susie Berth, lead child support enforcement worker to the Committee.

With regard to the Child Support budget, Lasecki stated she would entertain any questions the Committee may have. Fewell stated that he is very pleased to see that the call center is coming back in-house because he has heard a number of complaints about people having to go through the Milwaukee office and he felt that calls would be handled better in-house. Lasecki agreed and stated that not only did she think calls would be handled better, but it will be done at a cost savings. She stated that they will be going from 3.5 FTEs outside of the community to bringing it back in-house and hiring two FTEs and then restructuring within the current organization chart. Realized savings will be in the area of \$84,129. Lasecki continued that there is a federal match so the unreimbursed portion is different than the straight dollars but it will still be a savings.

Tracy Tilot presented some key facts with regard to the call center, see attached.

Jamir asked about the second initiative in the budget of paperless record retention. He asked if Lasecki had any estimate of savings that may result from going paperless and she did not have specific figures but she felt that the savings would be shown in the efficiencies that are created and she also pointed out that the key to the paperless is the retention and she acknowledged that they will never be completely paperless by the scope of their work, but she felt that being paperless in the retention area will happen.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to adopt the 2013 Child Support budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Carpenter to approve the resolution. Vote taken. MOTION CARRIED UNANIMOUSLY

23. Corporation Counsel – Review of 2013 Department Budget.

- a. Resolution Approving New or Deleted Positions during the 2013 Budget Process (Corporation Counsel).**

Corporation Counsel Juliana Ruenzel presented the budget and stated that she had already answered questions from several Committee members prior to this meeting.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to adopt the 2013 Corporation Counsel budget. Vote taken. MOTION CARRIED UNANIMOUSLY

It was noted that Item 23a should have been deleted from this Agenda as that Item had been approved at the October 17, 2012 County Board meeting.

24. Dept. of Administration – Review of 2013 Department Budget.

- a. Resolution Approving New or Deleted Positions during the 2013 Budget Process (Administration).**

Director of Administration Brent Miller wished to recognize his entire staff for their efforts in preparing the budget. He noted that the budget coordinator left prior to the budget process being in full swing and his staff took it upon themselves to leave the position vacant and assume the duties of the former budget coordinator. Miller noted that the budget coordinator position has now been changed to a senior accountant position and this was done because the budget coordinator had busy times and not so busy times depending on what was happening with the budget and the senior accountant will be used for not only budget coordinating but also for other accounting functions on a day-to-day basis.

Motion made by Supervisor De Wane, seconded by Supervisor Carpenter to adopt the 2013 Administration budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve the resolution. Vote taken. MOTION CARRIED UNANIMOUSLY

25. Information Services – Review of 2013 Department Budget.

- a. Resolution Approving New or Deleted Positions during the 2013 Budget Process (Information Services).**

Steffen commented on the list of priorities for the IS Department and stated that he felt that updating the County webpage and Board interface should be included as a priority. He felt that there were a number of smaller municipalities in the area that offer far better products to their constituents in the terms of websites than Brown County does. Hjalquist appreciated the comment and agreed that there were things that could be done to make the website more user-friendly. This is on his list of things to do and he has started his tactical report for 2013 and this will include review and research and potential overhaul of the website. Fewell appreciated Hjalquist's comments and wished it be noted that Hjalquist has only been on staff for several months and further, the IS department is short staffed so patience should be exercised. Hjalquist responded that they did fill the new position in IS and they are also currently interviewing for the vacant position and this should be filled within the next several weeks. The discussion with the website continued with Lund stating he felt the website is efficient in what it does but could do a lot more but he felt that what the community needs overall on the website should be examined and then a cost determined to accomplish that. Fewell noted the large amount of information on the website and was confident that it could and will be improved. Streckenbach pointed out that Outagamie County had recently updated their website at a cost of \$55,000. Hjalquist stated that part of his philosophy is never to do anything in a vacuum and therefore the Committee

will have input and he will be asking for suggestions and will then come back with a recommendation. Robinson stated that he agreed that the website should be updated not only for functionality purposes, but also from an economic development standpoint.

Jamir asked for clarification on the amount set forth for help calls on Page 43 of the budget book and asked how the drop in the number of help calls was estimated. Hjalquist stated that one of the new initiatives in IS is to provide self-service password resets to the users in Brown County and he noted that approximately 30% of help desk calls are password resets.

Jamir also asked what would happen if power would be lost to the building in terms of how it would affect IS. Hjalquist stated there is a backup facility at another location that is fully redundant so should something wipe out the department at Sophie Beaumont, it would roll right over into the other facility to continue running.

Jamir also asked about software licenses on Page 49 of the budget book and noted that this expense was going from \$46,411 to \$202,000 and he asked for an explanation of the increase. Hjalquist stated that that increase is due mainly to new software and applications being implemented next year for items such as password recovery, project management and e-mail archiving. Finally Jamir asked about the \$300,000 fiber optic project listed on Page 247 of the budget book and asked Hjalquist why this was under the Zoo budget and not the IS budget. Hjalquist responded that it is a capital improvement project which is handled in a different aspect. A general discussion of the implementation of the fiber optic project then ensued.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to adopt the 2013 Information Services budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve the resolution. Vote taken. MOTION CARRIED UNANIMOUSLY

26. **Human Resources** – Review of 2013 Department Budget.

a. **Resolution Approving New or Deleted Positions during the 2013 Budget Process (Human Resources).**

Interim HR Director Lynn Vanden Langenberg presented the Human Resources budget. She noted that currently there are several vacant positions including the Safety Coordinator and they are looking to see if that position should stay under HR or if it may be better placed in a different department. HR has unfunded the position for half of 2013 and a decision will be made with regard to the position by July 1. Vanden Langenberg continued that the HR Analyst position is also vacant and this position would be working on the implementation of the new HR payroll system and also KRONOS. HR is recommending that that position be deleted and another Senior Analyst be added. She noted that there are currently two analysts that work with all employees and all departments and they need to get out in the departments and help out, especially with the transition with new management styles. Also, with automation Vanden Langenberg stated that overtime has been reduced from \$20,000 per year to \$10,000. Total budget savings are \$319,000 and Vanden Langenberg stated that some of the savings are as a result the change made with regard to the labor negotiator.

Jamir referred to the new initiatives on Page 37 of the budget book and referenced the KRONOS time and attendance system and asked if this efficiency could be translated to dollars and hours. Vanden Langenberg stated that payroll has been entering time worked manually from paper time cards, but many of the departments have been switched over to KRONOS, but there are several more departments that still need to be converted. She also noted that the HR payroll system is about 25 years old and only data that is in there is relevant today so any time somebody had to change a position you would need to go back to a paper file and make the changes. With the new HR payroll system, those changes will be occurring right in the system which will make it much more efficient for the payroll specialist. Lund was happy to see that after discussing automated time keeping for a number of years it is finally being implemented. He felt that this should continue

to be evaluated for the 2014 budget to see if it will result in reduction of staff or having payroll staff work on other projects.

Van Dyck asked if any consideration had been given to outsourcing any payroll services. Van Dyck stated he felt there may be efficiencies to be gained and Vanden Langenberg stated she will look into it. She also noted that when the system goes live on January 1 it will be processing payroll but there are some functionalities that they will be working on throughout the year to allow employees to change addresses themselves and access their checks online. They want to get the core functions in place first, but those capabilities will follow.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to adopt 2013 Human Resources budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to approve the resolution. Vote taken. MOTION CARRIED UNANIMOUSLY

Year 2013 Non-Division Budgets Review

27. Debt Service Fund.

Brent Miller presented the Debt Service Fund budget which is on Page 258 of the budget book and stated that Wisconsin Statutes state that County debt obligations cannot exceed 5% of equalized value which would allow Brown County's debt obligations to be \$888 million dollars, however, Brown County's current debt is \$147,713,346 which leaves the percentage of debt limit available at 83.38%. Miller continued that there is a list on Page 260 of the budget book of the types of indebtedness and these include general obligation bonds of \$123,865,000 and long-term notes of \$17,218,346. For 2013, the proposed debt issuance is \$6,630,000 and this is strictly for the highway projects listed in the capital improvement section.

Fewell noted that some of the general obligation bonds are a long ways away from maturity and he questioned if the bond company is still looking at refinancing some of the debt. Miller responded that this is examined every year.

Steffen asked if there was any way to compare Brown County's debt to that of peers and he wanted to know if there was a way to determine where the County ranks in terms of obligations and debts as a percentage. Miller stated that that would depend on what the equalized value is of what would be compared because by law they would be allowed a certain amount. Steffen asked for an "apple to apple" comparison on where we are on our general obligation debt per capita for this County versus others. Streckenbach agreed that it would be an interesting comparison and stated that the City of Green Bay is currently at \$138 million dollars issuance.

Lund stated that by our bond rating and the fact that we have so much percent in general funds revenues that are available shows that Brown County is very solid financially and he noted that debt is decreasing and the County is taking out less debt which has been an initiative of the County Board over the last several years.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to adopt the 2013 Debt Service Fund budget. Vote taken. MOTION CARRIED UNANIMOUSLY

28. Capital Projects.

Miller brought up the fiber optic project that was discussed earlier and stated that it is listed under capital projects which is defined as an investment in capital improvement that has a project cost of at least \$250,000, is generally non-reoccurring and has a service life of five or more years. That is why the fiber optics project falls under the capital projects classification rather than in IS. He noted that any project request that comes from a department heads must show justification as well as alternatives for the project to be considered.

As shown on Page 231 of the budget book, there are three different categories of capital projects and they are bonded projects, proposed projects and other projects that would be done with tax levy dollars that are not funded and may be shared with another project. The actual highway projects that will be bonded for are shown on Pages 234 – 239 of the budget book. Miller also wished to point out that there is an initiative through the County Executive on Page 246 that major building systems (roofing, HVAC, electrical and flooring) and driveways/parking lots will be reviewed annually for necessary replacements and upgrades. This process ensures the mitigation of damage due to lack of proper maintenance or upgrades, as well as continued and cost-effective delivery of programs and services.

Motion made by Supervisor De Wane, seconded by Supervisor Steffen to adopt the 2013 Capital Projects budget. Vote taken. MOTION CARRIED UNANIMOUSLY

29. Taxes, Special Revenues, Certain Internal Service & Fiduciary Funds.

Miller stated that taxes and special revenues, as shown on Page 265 of the budget book includes items such as our state shared revenue, exempt computer aid, enterprise fund special charges, workers compensation non benefit insurance premiums for general government administration and the convention center/arena lease agreement.

Motion made by Supervisor De Wane, seconded by Supervisor Jamir to adopt the 2013 Taxes, Special Revenues, Certain Internal Service & Fiduciary Funds budget. Vote taken. MOTION CARRIED UNANIMOUSLY

Other

30. Audit of bills.

Motion made by Supervisor Jamir, seconded by Supervisor Steffen to pay the bills. Vote taken. MOTION CARRIED UNANIMOUSLY

31. Discussion of meeting dates and times for November (November meeting falls on Thanksgiving).

A discussion was held regarding the November Administration Committee meeting and a determination as to if a meeting will be held will be made at a later date.

32. Such other matters as authorized by law.

Motion made by Supervisor Carpenter, seconded by Supervisor De Wane to adjourn at 6:35 p.m. Vote taken. MOTION CARRIED UNANIMOUSLY

Respectfully submitted,

Therese Giannunzio
Recording Secretary

If I may, I have some key points I'd like to share with you...

The current cost is **\$12,075/mo**. The average number of calls per month is 2,909 many of which are repeat callers.

We are paying **\$4.15/call** – These calls are averaging less than 3 ½ minutes (3 mins 19 sec) in length so we are paying **more than \$1 per minute**. In the first 9 months of this year they answered 26,184 calls at a cost of \$108,675.

The call center currently charges us for 3.5 full-time employees but these employees also answer calls for other counties. At 40 hours per week this results in a cost to us of **\$19.91/hr per call taker**. ($12075/3.5=3450$ /per employee per month 2080 /work hours per yr /12= 173.34 hours/month) Our call takers are going to be paid \$17.04/hour and we will be able to utilize their "down time" for other job duties.

The current call center is not the best use of our resources ie: many of the calls they are answering should be routed to the Trust Fund or referred to CSOS to promote "self-help." The call center has no incentive to refer out these calls as they get paid for each call.

We have made requests to Xerox, the company we contract with, for more detailed information and such requests have been refused. We simply get: number of calls, call times and hold times. We are told no further details are available.

We no longer have common goals...We don't believe the best measurement of a job well done is maintaining a 4 minute or less length of call especially when they are then making a request to the agency for an answer and the caller has to call back.

We are thinking ahead as we know there will be funding cuts in 2014 and beyond. We hope to establish ourselves as a dependable resource for other counties to utilize in the future which will grow our revenue.

Instead of "doing more with less" it is requiring us to "do more AND pay more to accomplish even less".

We continually hear that this is the year of accountability and are trying to embrace that yet we have a call center that we can't hold accountable.

We need to regain control of our customer service. The majority of complaints are regarding the call center which we have very little control over. We want to be able to respond more quickly to any issues which may arise.

The price is going up and the quality of service is going down. It is no longer smart business.

When we started using the call center we were the third county to join & were provided experienced, Brown County dedicated staff. We are now 1 of 5 counties and no longer have dedicated staff. These were not positive changes for our customers.

The state has 6 categories of sizes for counties (smallest, small, medium, large, largest and Milwaukee a/k/a extra-large) we are the only "Largest" county using the call center and the next closest to us is Waukesha which is categorized as "large" but still less than 2/3 our size. I think this difference accounts for less than optimal customer service. We are too big and too unique to be services the same as the other counties.